

Position Description

TITLE	Assessment Care Planner
CLASSIFICATION	BAND 6
SERVICE UNIT	ADSS
DIRECTORATE	City Planning and Community
POSITION NO	221010 (Fixed Tenure Contract)
POSITION REPORTS TO	Coordinator Assessment Services
DATE REVIEWED	January 2020

POSITION OBJECTIVE

To undertake holistic assessment for the Regional Assessment Service (RAS) and develop person centred support plans with older consumers for the Commonwealth Home Support Programme (CHSP), the Victorian Government Community Care sector programs and Personal Alert Victoria (PAV) program to promote wellness, independence and quality of life.

CORPORATE RESPONSIBILITIES

Manningham City Council (MCC) expects all employees to:

- display MCC's Values: working together, excellence, accountable, respectful, empowered
- act in accordance with the Employee Code of Conduct
- adhere to all MCC policies, procedures and guidelines as required
- adopt risk management principles in all decision-making processes and apply in day-to-day activities
- comply with all Occupational Health & Safety policies
- apply the principles of Equal Opportunity in the workplace
- display a willingness to work towards Continuous Improvement.

KEY RESPONSIBILITIES

1. Assessment and Support Planning

- Undertake Home Support Assessments with older people and their carers to identify their eligibility and need for services funded by the Commonwealth Home Support Programme (CHSP)
- Conduct and complete referral management, assessment and support planning via the My Aged Care Portal
- Complete appropriate service referrals outside of My Aged Care for Victorian Government funded

health and community support services.

- Develop person centred support plans to meet consumer identified goals which respects choice, promotes reablement, independence and quality of life.
- Undertake personal alarm assessments for the Personal Alert Victoria (PAV) program
- Undertake assessment for the Victorian State Government Vulnerable People in emergency (VPE) program
- Ensure each consumer has access to support services determined by assessed need, priority and relevant guidelines.
- Facilitate referral for support services, advocate for services on behalf of clients', monitor reablement support plans and review for individual clients where indicated.
- Identify, provide and monitor linking support episodes in line with Regional Assessment Service (RAS) and My Aged Care guidelines to maximize outcomes for consumers.
- Contribute to the development of a client focused, flexible and responsive Regional Assessment Service (RAS)
- Provide proactive and solution focused liaison with community care providers to implement client centred support planning.

2. Record Management

- Comply with My Aged Care specified timeframes for referral, assessment and review.
- Complete appropriate consumer documentation in line with RAS, My Aged Care and PAV program guidelines.
- Maintain accurate and current consumer records and associated data in the appropriate format.
- Record accurate assessment activity data to meet Commonwealth, Victorian and Local government reporting requirements and key performance indicators.
- Comply with the Aged Care Quality Standards and Aged Care Quality Framework.
- Ensure consumers are aware of their rights and responsibilities in relation to assessment / review and support access to fair and equitable information for dealing with and resolving complaints and disputes.

3. Service Development

- Contribute to the development of practices and procedures of the RAS to promote a consumer focused and responsive assessment service.
- Actively support Councils commitment to continuous improvement.
- Participate in training and activities related to RAS, Aged and Disability Support Services and Council.
- Network with community care and health sector providers to keep abreast of broader service issues and initiatives across the sector.

POSITION REQUIREMENTS

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| Accountability and Extent of Authority | <ul style="list-style-type: none"> • Reports regularly to Coordinator Assessment Services to ensure adherence to allocated responsibilities. • Authority to provide specialist advice based on clear guidelines and objectives |
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- Authority to make decision and approve requests related to key responsibilities and duties.
- Authority to officially sign correspondence related to key responsibility areas.
- Responsibility to participate in procedural and service development initiatives as required.
- Issues may be of a complex nature not related to previously encountered situations, with limited guidance and advice available within time required to make decisions.
- Freedom to act is set by clear objectives, frequent consultation and regular reporting.

Judgement and Decision Making

- Responsible for the day to day decisions and problem solving in relation to practices and processes associated with assessment services.
- Responsible for the development of specialised responses associated with the implementation of client centred support planning.
- Guidance and support is usually available.

Specialist Knowledge and Skills

- Experience in the My Aged Care Portal and aged care sector and related programs.
- Knowledge and understanding of the principles of assessment and support planning within the context of a person centred approach, wellness and reablement.
- Ability to engage with, identify, plan and evaluate clients' physical and emotional needs and support requirements to promote independence and wellbeing.
- Well-developed interviewing skills.
- Understanding of the community support needs of older people and their carers including people from diverse backgrounds.
- Excellent information technology skills in a variety of applications.

Management Skills

- Demonstrated ability in time management to achieve specific and set objectives within available resources and timeframes.
- Well-developed organisational and negotiation skills
- Ability to assist in the implementation of systems to improve efficiencies in assessment activities.

Interpersonal Skills

- Ability to work with older people, carers and families, service providers and other Council staff.
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Ability to embrace and adapt to change.
- Excellent oral and written communication skills for a variety of audiences.
- Ability to work independently and as part of a team.

Qualifications and Experience

- Tertiary qualifications in Nursing, Allied Health, Social Work or related fields.
- Demonstrated experience in assessment and support planning for consumers in the Aged Care or Disability sector preferred.
- A second (community) language is highly regarded.

PREREQUISITES

Tertiary Qualifications in Nursing, Allied Health, Social Work or related fields.
Drivers licence valid in Victoria
Reliable comprehensively insured motor vehicle

KEY SELECTION CRITERIA

1. Knowledge and understanding of the principles of assessment and support planning within the context of a person centred approach, wellness and reablement.
2. Understanding of the community support needs of older people and their carers including people from diverse backgrounds
3. Experience in the My Aged Care portal and aged care sector and related programs.
4. Excellent oral and written communication skills for a variety of audiences
5. Excellent information technology skills in a variety of applications.
6. Demonstrated ability in time management to achieve specific and set objectives within available resources and timeframes.
7. Ability to work independently and as part of a team.

International police checks

Any applicant who has been a citizen or permanent resident of a country other than Australia since turning 16 years of age will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third party purposes. Where police record checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, and provide a statutory declaration stating they have never been convicted of an offence, or if they have been convicted of an offence, have provided details of that offence. This requirement applies to positions in MCC's Aged and Disability Support Services.